

inTouch

with Tōtara Hospice



Autumn 2021

Thank you for helping to make days special for patients and their whānau, you ensure they Live Every Moment as well as they can

Get Involved

Calendar of events on page 7

Thanks to you,

24 hour care is there for patients - pages 8 & 9

Melany, mother & grandmother shares

"It was the best thing I have ever done!"
Read how you helped change Melany's outlook forever on page 14



You helped change Tiimi's life

Tiimi's life changing hospice experience

Kia ora,

Today, I would like to share an uplifting story about a man named Tiimi, whose journey with hospice has been transformational - and it's thanks to your generosity.

Tiimi, like many that come to hospice, was scared, end of life is frightening. Many were telling him *"Everyone who goes into hospice leaves in a box."*

When Tiimi was first referred to hospice by his doctors, and admitted to the Inpatient Unit, he expected the worst.

Tiimi, only 46, has a heart condition, which he has lived with for most of his life. However, it has worsened with a poor prognosis of just weeks to live.

He spent a few weeks at the Inpatient Unit, and expected to die there, but with the help and support of the staff, he gained control of his care routine, and the strength he built allowed him to return home.

Wrapped up in care, Tiimi wasn't just sent home, he now credits the time he has had to the support at Day Hospice. Now called Te Puna Ora o Tōtara: The Living Well Centre, incorporates palliative rehabilitation, family support, socialisation, patient clinical care and

review of individual needs. Also cultural support, well-being education, and bereavement services.

Palliative rehabilitation is care centred on a patients' goals, where hospice clinicians help people to self-manage their condition for as long as possible.

For Tiimi, who moved around a lot as a child in different foster care, family is important, but not always straight forward, so the socialisation and support of others at the centre has been grounding.

The steady care of the Tōtara's wider services, and weekly visits to The Living Well Centre have given him a sense of belonging, and his perspective on life and death has changed.

His outlook on life is positive and full of aroha, and he greets everyone coming to hospice with a huge smile. He comforts and reassures people who are scared and vulnerable as he once was - helping breakdown the barriers and stigma that the name hospice can bring.

"I have congestive heart failure and there's nothing that can be done. Being a Māori I actually went and prepared for my funeral when they told me I only had 5 weeks, back in 2016! My funeral was prepared; I am still waiting for the other part of the deal!!"

Tiimi shares a message:

“We need to show a bit more love to everybody, a bit more compassion, a bit more humility to people... Humble yourself, man”



Volunteers, Henrietta (L) & Maureen (R), serving up lunch for those in the Tuesday socialisation group at The Living Well Centre.



“We’re all in the same boat”. People that attend The Living Well Centre have one thing in common; they have a life ending condition.

This non-judgmental place and the friendships with other patients - along with the caring staff and volunteers has become a place of belonging.

There is camaraderie, and patients can be open with one another.

Everyone’s situation is different, but life around us continues, with its ups and downs. Just because you are dying nothing changes, life goes on; bills, relationship issues, chores, banking, medical appointments and more.

With the stress of a terminal condition in the front of your mind, it’s hard to get through the day to day. For Tiimi, and others in a similar situation, Te Puna Ora o Tōtara, is a place to rest,

free of the day’s worry, to recharge, connect with friends, and learn to live well.

As with all of Tōtara Hospice services, attending the The Living Well Centre is free for all eligible patients of Tōtara Hospice.

The kind generosity of time and gifts from you our donors and supporters covers the costs. The Living Well Centre services are currently being extended to meet community need. However, in order to successfully achieve that, we need your continued support to ensure its growth and continuation.

The extra time Tiimi attributes to hospice, has enriched his life, it’s meant time with his mokopuna (grandchildren) - some of whom he may have never met.

Thank you once again for your continued support. You ensure someone is there to support people like Tiimi and so many others, at Te Puna Ora o Tōtara, and give them more time with their whānau and loved ones.

You make hospice happen.

Melinda Seal,
Head of Fundraising & Marketing

PS. If you would like to help you can donate via the donation form in this newsletter or online at www.hospice.co.nz/TePuna

NEW MEGASTORE

42a Ben Lomond Crescent PAKURANGA

Experience

NEW HOSPICE SHOPS

Find pre-loved hidden gems

All for a great cause!

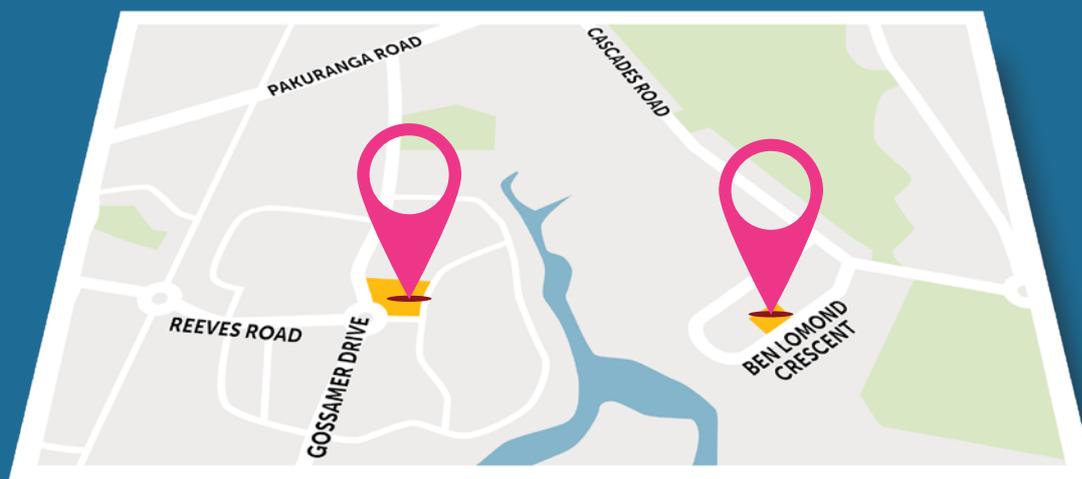
See you soon.

Tōtara
hospiceshop

TŌTARA HOSPICE OPENS TWO NEW CHARITY SHOPS

OUR NEW LOCATIONS

PAKURANGA STORE - 114 REEVES ROAD, PAKURANGA HEIGHTS
HOSPICE SHOP MEGASTORE - 42A BEN LOMOND CRESCENT



WE LOOK FORWARD TO WELCOMING YOU
TO THESE FABULOUS NEW SHOPS!

Where's your local hospice shop?



Hospice Shop Howick

Rices Mall, 61 Picton Street
Monday - Friday: 9.00am - 5.00pm
Saturday: 9.00am - 3.00pm
P: 09 534 1545

Hospice Shop Pakuranga NEW

114 Reeves Road, Pakuranga Heights
Monday - Friday: 9.00am - 5.00pm
Saturday: 9.00am - 3.00pm
P: 09 576 2189

Hospice Shop Megastore NEW

42a Ben Lomond Crescent, Pakuranga
Monday - Friday: 9.00am - 5.00pm
Saturday: 9.00am - 3.00pm
P: 09 268 0211

Hospice Shop Takanini

198 Great South Road
Monday - Friday: 9.00am - 5.00pm
Saturday: 9.00am - 3.00pm
P: 09 297 7550

Hospice Shop Manukau

Cnr Cavendish & Lambie Drive
Monday - Friday: 9.00am - 5.00pm
Saturday: 9.00am - 3.00pm
P: 09 263 5080

Hospice Shop The Gardens

91-97 Charles Prevost Drive
Monday - Friday: 9.30am - 4.00pm
Saturday: 10.00am - 1.00pm
P: 09 269 4472

The Wedding Loft

Cnr Cavendish & Lambie Drive, Manukau
Monday - Friday: 9.00am - 5.00pm
Saturday: 9.00am - 3.00pm
P: 09 263 5080



With two new shops opening, we need more stock.

Your unwanted items could have a new recycled life, send them on their way to a new home, and ensure that goods stay in use and out of landfills.

We are looking for donations of **'Just The Good Stuff'**. Have a clean out at home and donate homewares, furniture, clothing and bric-a-brac & Make Hospice Happen! Other items that sell well are clothing, accessories, jewellery, books, antiques and collectables. You can drop your donations at **42a Ben Lomond Crescent**, Pakuranga.

Or please see page 5 for all Hospice shop locations for drop off address and times.



Thank you

Thank you to our Community Fundraisers

- BNI Howick & Pakuranga Golf Club for their annual Golf Tournament - \$55,500
- Door and Window Systems staff for their payroll giving - \$2,000
- Manh & Phuong Thi Nguyen's Vietnamese community dinner - \$15,500
- Alfriston Country Market - \$7,029
- Rotary Club of Drury Inc. - \$22,400
- MOSD patient food packs for community patients - \$5,000
- Brooke Hodgkinson took on shaving her hair off and raised \$300!
- The Gardens School's mufti-days raise \$3,400
- Margaret Douglas hosted Colour in the Garden event - \$3,000

- Tōtara Park Mountain Bike Club - \$2,000
- Elsie Steele Trust Board - recliner chairs for patient use - \$9,900
- ARA Lodge No. 348 I C Charitable Trust - \$6,000
- Pub Charity for funding frontline clinical staff - \$210,000
- Maraetai Bowling Club - \$680
- Pakuranga Village Dance Group who love to dance & donate - \$800
- Tyrepower Otahuhu & Harris Road tyre sales fundraiser - an amazing \$4,150
- Gloray Charitable Trust - \$5,400
- BNI Connect donation - \$1,200
- BNI East Auckland - \$560
- BNI Metro - \$10,000
- Bridge Park Bowling Club - \$900
- Fellowship Club of Howick - \$1,000

- Longford Park Village - \$900
- Manurewa Cosmopolitan Club - Indoor Bowls Section - \$1,800
- Rotary Club of Half Moon Bay - \$1,000
- Rotary Club of Otahuhu - \$5,800

Thank you to our Event Sponsors and Support Partners

- Kennerley Investments
- The Wild Rose
- HALO The Band
- Jack's Coffee
- Rachel Mackwood Events
- Turanga Creek Winery
- Davis Funerals
- South Auckland Motors
- Resthaven Funerals
- House of Travel Howick and Botany Junction

WHAT'S COMING UP IN 2021

You can join us at our upcoming events and ensure you **Make Hospice Happen!**



Ladies Lunch

0000
Nov
19

Friday 19th November
Tōtara Hospice,
140 Charles Prevost Drive, The Gardens
11:45am - 3:00pm

Enjoy a delish 3-course luncheon, along with a complimentary glass of wine. There will be fabulous raffles, a Silent Auction with heaps of goodies, and you will be entertained by our special guest host (yet to be announced) who will share a few recipes and hints and tips for foodie lovers!

\$95pp or purchase a table of 10 for \$900.00
Visit www.ladieslunch.co.nz

Top Gun: Maverick Movie Night

0000
Nov
23

Tuesday 23rd November 2021
Hoyts - Sylvia Park
6:30pm screening

"You Can Be My Wingman Any Time."

It is here Top Gun 2 - join us for a fundraising event to support Making Hospice Happen while you sit back and enjoy watching Top Gun: Maverick.

Tickets \$25pp - to buy now visit
www.hospice.co.nz/store/event-tickets/top-gun-maverick



Christmas MARKETS

Enjoy a festive evening for the whole family

Whether it's shopping for original Christmas gifts for friends and family, enjoying Carols and entertainment, indulging in the delicious range of international foods available from a range of stalls - there's something for everyone.



Tuesday
30th November 2021
12pm - 5pm

Totara House, 140 Charles Prevost Drive,
The Gardens, Manurewa



2:20am

In the Inpatient Unit a patient rings their call bell and tells the Palliative Care Registered Nurses that they are in pain and need a medication top up. They then feel hungry, so a tasty snack is made for them so they can return back to sleep both pain free and satisfied.



4:45am

A patient has asked for help so one of our Inpatient Unit Palliative Care Registered Nurses goes to the room to help turn her over for a better sleep.



8:30am

Multidisciplinary Clinical Teams meet up to talk through the cases of the patients in the community for the day.



8:30am

Head of People & Capability Deana, welcomes an interviewee for the Reception position that is currently vacant



9:00am

Graham, a volunteer for 15 years, heads from his home in Papakura to pick up patient Tiimi to drop him to The Living Well Centre day session.



9:00am

The Howick Retail Shop Manager and her team of volunteers, opens up the doors for shoppers.



9:15am

One of Tōtara's Allied Health team members assesses a patient at their home in Howick who's struggling with pain walking to the toilet. She shows him how to use a walker to enable him to get to and from the toilet on his own.



11:00am

Rachel from the Fundraising Team heads to reception to meet a family who want to have a memorial brick in the Hospice Gardens for their Mum.



12:15pm

A community Palliative Care Registered Nurse calls Dr Morrison from a patient's home in Flat Bush to discuss with him pain medication requirements



9:30am

Palliative Care Registered Nurse, Donna starts her 30 minute drive to visit 3 patients at home that Tōtara Hospice is caring for in Beachlands.



12:15pm

Our Housekeeping team takes the linen from the Inpatient Unit rooms to the onsite laundry downstairs for cleaning.



Thanks to you, we're working hard to support patients and provide the best care possible.



Working around the clock and their whānau to provide individual care.



11:00pm

The Afternoon Shift Inpatient Unit team meet with the incoming Night Shift Registered Nurses for the clinical care handover.



6:45pm

On call Dr Nuysink, takes a call from the Karaka Summerset Village Hospital Team who need specialist palliative advice regarding medications for a patient with kidney failure whose condition is rapidly deteriorating.



4:00pm

Tōtara Hospice Hospitality & Catering Volunteer, Leila, takes the afternoon refreshments trolley to visit patient rooms offering beverages and a bite to eat



3:10pm

Tōtara's Clinical Coordinator takes a call from a worried daughter whose father has been drifting in and out of consciousness. The Coordinator then links the patient's Community Palliative Care Registered Nurse with the daughter so support can be given.



2:30pm

In the kitchen, Chef Koha starts making the gravy and peeling potatoes for the evening's dinner service of delicious roast chicken with honey carrots, roast potatoes and minted peas.



1:50pm

Nurse Practitioner Robyn welcomes a patient to the Outpatient Clinic at Tōtara Hospice to review their current pain medication plan.



1:50pm

Manisha, Accounts Administrator does the weekly payment bill run.



2:00pm

Dr Jap heads to the Dahlia Room to meet a patient and their family to talk through being able to head home soon and what care will be needed.



A DIFFERENCE MAKER

Leila shares her heart for volunteering

Why I love Volunteering?

I love volunteering as it is a rewarding experience for me to be able to gain new skills and experiences, by being exposed to new environments and opportunities I may not have had before. I also enjoy meeting and connecting with new people. Through my volunteer roles, I meet patients in the Inpatient Unit, Nurses and Doctors, customers at the retail shop, fellow volunteers.

I am responsible for...

Taking the refreshments trolley out to patient rooms, washing dishes, assisting the chef in the kitchen, completing extra jobs when required.

I'm proud to be part of the team because...

Tōtara Hospice has become a part of me. I am a proud member of the Tōtara Hospice team and feel blessed to be able to give back to my community and work in such a joyous environment. Being able to help advocate for hospice as a beautiful and peaceful place - not somewhere dreadful where people only come to die.

The most important thing to me about volunteering at Tōtara Hospice is...

Being able to help patients have an enjoyable experience during their last days of life, and hopefully being able to put a smile on patients and whānau faces. .

My typical shift could look like....

My volunteer shift as a Hospitality Volunteer would typically be from 3 - 5:30pm. The shift may be shorter or longer depending on how busy the Inpatient Unit is. I start off by organising the refreshments trolley, then take it out to see if patients would like something to eat or drink. After this I help the chef/ kitchen supervisor organise meals, and help wash any dishes, and complete any required tasks. Once the patients have eaten I wash the dishes, complete general cleaning tasks, take dirty laundry to the laundry room and sign out from my shift!

I have also volunteered whilst I was at school at fundraising events, I enjoyed these because...

I enjoyed volunteering at these events as it gave me a sense of pride to be an advocate for Tōtara Hospice. It also helped me gain many new skills to help me in future job roles as well being able to meet great people from all walks of life.

The favourite part of my role is...

My favourite part of the job is meeting and interacting with new people and being able to put a smile on a patients and whānau faces.



What would you like to achieve in the future with your role...

In the future I hope to be someone who can inspire other young people to get involved with Tōtara Hospice and become a valued member of the team.

Would you like to share a special moment that you reflect on...

A truly heart-warming moment that I always like to reflect on is when I met a lovely patient whilst taking the refreshments trolley around to patients. The patient had a guitar with him, I made him a cup of coffee and passed it to him, he then asked for my name and I told him it was Leila. He then picked up his guitar and said "one of my favourite songs to play is called Layla" and he then began to play Layla by Eric Clapton on his guitar. There are no words that can say just how amazing this was. I feel blessed to have experienced this truly special moment through my volunteer role here at Tōtara Hospice.



Can you make a difference?

We are always on the lookout for compassionate, reliable, fun people who would love to truly make a difference in their community. With the range of volunteering opportunities available we're sure there'll be something to suit you!

So please get in touch today, email: volunteerservices@hospice.co.nz

or give us a call on 09 640 0025 we would love to hear from you.

Leaving a Lasting Gift



Why leave a gift in your Will?

A gift in your Will helps to ensure people in the south and south east Auckland community with life limiting illnesses, and their whānau, can continue to be supported and receive free palliative care services from Tōtara Hospice.

Your legacy:

Your Will tells the people you leave behind about the person you are; and helps to pass on your principles on what is important to you. Your gift can ensure patients and whānau have the loving care and support of hospice and are able to continue Living Every Moment as well as they can.

Your greatest gift:

You can be certain that your final act of generosity will help make a real difference in your community. Whether you decide to gift a percentage or fixed value, leaving a gift from your estate is an opportunity to give more than you might be able to in your lifetime.

If you have any questions about leaving a gift in your Will for Tōtara Hospice, or if you have already completed your Will and are leaving a gift for Tōtara Hospice, please let us know so we can share our appreciation with you. Contact Rachel Clarke on 09 640 0255 or email rachel.clarke@hospice.co.nz

Remembering A Loved One

A Memorial Gift at Tōtara Hospice is a wonderful way to remember someone special to you.

These can also be a thoughtful gift for a friend or family member; to honour the memory of a loved one at a time of significance.

There are four memorial gift options, starting from a \$250 donation - allowing you to choose a gift that best honours your loved one's memory.

For more information or to purchase a Memorial Gift visit www.hospice.co.nz/store/memorial, alternatively contact Rachel Clarke on 09 640 0255 - rachel.clarke@hospice.co.nz



A range of 10 designs available

Adult Warning: Kids get real with Dr James!

Kids Pod is a podcast where kids get to ask adults the questions they really want to know! Recently Kids Pod reached out and spoke with Dr James Jap about his role as the Medical Director at Tōtara Hospice and as a Palliative Medicine Specialist.

Q: What is a Palliative Care doctor?
Vinnie, 10

A: A Palliative Care doctor looks after people who are really really sick, people with illnesses that can't be cured. These illnesses lead to the person's time left to live becoming much shorter, than for most people of a similar age. The illness can make them feel unwell and may make them feel like they are not their usual self. One of our jobs in palliative care is to try make the person feel more comfortable in order for them to be able to feel like themselves again.

Q: Is it weird being around people that are dying?
Vinnie, 10

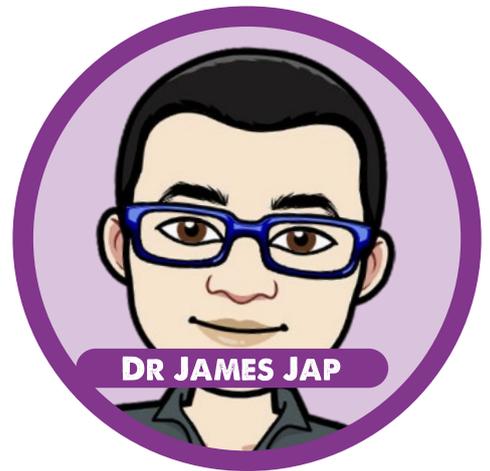


A: Working as a doctor you'll have to look after dying people no matter which part of the hospital or clinic that you work in. When I started working as a doctor 21 years ago, at the start it did feel a bit weird talking to people who were dying as I felt I did not have much in common with dying people. It wasn't long before I realised that our common link was that we are all people with families, friends and stories to tell, and that we are all humans. I found that if you think of patients as people then you can connect better with them and then it no longer felt weird. It became a privilege to spend time with people for whom time was running out and I've always made sure I don't waste their precious time.

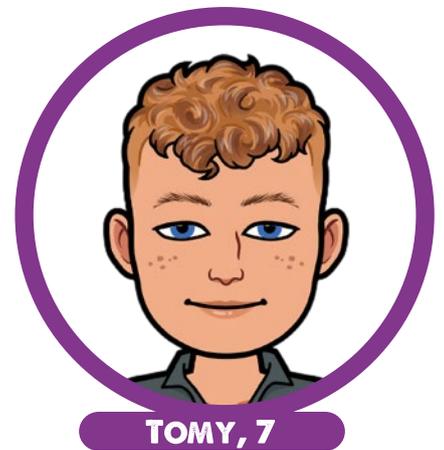
Q: Why do you wanna be a palliative care doctor if so many people die?
Harry, 10



A: Death is going to happen to all of us at some stage, if you are alive at some stage, you will die. A dying person and their family may be going through a difficult time, they may be unwell and really stressed out. My job as a palliative care doctor is to try reduce the yucky feelings as much as possible and to decrease their stress in whatever way I can. This might be to do with things happening with their body, for example pain or it could be to do with their inner feelings, for example fear, it could be to do with family stress or money stress or they may be asking why me? My job is to help them through this tough time, and I always try to calm things down for them as much as possible. As a palliative care doctor I'm not curing or fixing people, I am helping people out when they need it the most, and I get to provide care that can really make a difference.



Q: Has someone in your family died and you've tried to save them?
Tom, 7



A: There's actually been a number of deaths in my close family, over the past 12 years, including my Mum last year. Family members all had illnesses that could not be cured, other doctors, including me couldn't save them. I did ask the other doctors to try and save my family members from suffering too much. I asked for palliative care teams to be involved in order to for my family to be kept comfortable, it was hard at times being a relative and a doctor as I didn't want to interfere with the other doctor's decisions but as a loved one I needed to speak up as I wanted my family members to be as comfortable as possible.

For more information about Kids Pod or to listen to 'Episode 127: Palliative Care with Dr James Jap' visit:
www.aimeechan.com/kidspod,
with special thanks to Aimee Chan for sharing.



Café Aroha

Your local not-for-profit Café

Located on the beautiful grounds at Tōtara Hospice, Café Aroha is open to all – the community, visitors, staff, and volunteers.

Featuring a menu full of homemade goodies we would love to welcome you.

There is a delicious dine in breakfast menu available until 11:30am. Plus indulge in weekly specials that include Butter Chicken, Asian Chicken Bowls, Beef Ragu and Pappardelle, to name a few!

Café Aroha, 140 Charles Prevost Drive
The Gardens, Manurewa

Open Monday to Friday: 8am – 3.00pm

View the menu at cafearoa.mobi2go.com



Plus, we are excited to be able to bring Café Aroha to you!

Café Aroha on the Go is now available for local businesses to book in a visit for morning tea or lunch from the Café Aroha team.

Treat your staff to a delicious assortment of muffins, sandwiches, scones and treats. Or book us in and your team can pre-order their morning tea treats and lunches via an online ordering system and we will deliver directly to your office.

Enjoy a scrumptious bite to eat, and know you are **Making Hospice Happen** in your community.

To learn more or book in a visit contact Rosie on rosie.kennedy@hospice.co.nz or (09) 640 0280.

(Delivering to our local south and south east Auckland region.)



Your kind support makes life liveable for Melany

“Don’t waste any of your days” - Melany, mother and grandmother

Melany’s Story

Melany has had a rollercoaster ride over the past few years, filled with heartbreak, grief, laughter, love and right through it she had strength from her family. But sometimes it’s not enough and Melany has only learnt that recently.

A diagnosis of breast cancer in 2014 sent Melany’s life on a different path - the former early childhood teacher, faced some tough decisions and gruelling treatments.

With the news of her cancer, the pragmatic mum, thought “great... well not great... but I can deal with this”. The medical advice was to remove her right breast - but to reduce further risk, she made the tough decision to ask for her left breast to be removed at the same time.

Through 2014, and 2015 - Melany as she says “endured” a full-on treatment plan. Months of heavy chemotherapy followed by five weeks of intensive radiation therapy.

As she got better, she started to re-evaluate and took on study, something to keep her mind busy, and up-skill in the new digital world - later completing a degree in IT.

Things seemed to be going well for Melany, but in August of 2019, she received the fateful call from the hospital - her cancer was back and it was terminal.

This was absolutely devastating. But just as she was coming to the realisation of her own death, tragedy



Melany & William with their grandchildren

struck the family; her 21-year-old son died suddenly from an aortic rupture

The heaviness of these events put Melany in a very dark place, and she saw no way out.

But being introduced to, and in the care of Tōtara Hospice, things started changing for Melany. Visits from a community nurse were a welcome happy familiar face for Melany, although she was still in denial and the thought of hospice made her apprehensive, she was encouraged to participate in hospice programmes.

Finally Melany went to Day Hospice and joined in with the support offered - “It was the best thing I have ever done!”

Melany says the pain relief by hospice has been amazing, no other doctors had been able to give her quite the relief that the specialist hospice medical team has. It has meant she has the strength to go and do things, is not bed ridden with pain, and the emotional support of Allied Health via peer support at Day Hospice, now named Te Puna Ora o Tōtara - The Living Well Centre, has been a peace giving wake up call.

With this more positive outlook, she says “don’t waste any of your days”. Melany has completely re-evaluated life and looks forward to everyday.

“The pain relief by hospice has been amazing, no other doctors had been able to give her quite the relief that the specialist hospice medical team has...”

So last year, after 26 years with her partner William, 5 children and 8 grandchildren later - they had the most wonderful wedding under a canopy of purple jacaranda trees in Kerikeri where Melany grew up. Made even more special that they shared the day and had a double wedding with friends.



Melany & William with friends on their shared wedding day



After the wedding Melany and William never had the opportunity for a honeymoon, so the team here at Tōtara Hospice, as we do for many of our patients - introduced Melany to the Race4life charity.

Enriching her life - Race4life granted a wish to celebrate their honeymoon - a trip to Christchurch, then onto the TranzAlpine Express train "the journey we just experienced was everything we wished for, and more".

Melany has been to Race4life track-days and events - "going for rides in vehicles you'd never dreamed of going on".

With the ultimate ride recently in a helicopter. For that day "you forget everything you're going through". Melany is so grateful for these amazing experiences.

With the inner peace she has found, Melany laughs - "gee having terminal

cancer has its up sides". This amazing, vibrant, bubbly woman is making the most of the time she has left creating lasting memories to leave to her family.

Before hospice Melany didn't like having her picture taken, and used to shy away from the camera, nowadays she's first in line.

Video and photos are so important to her, creating and leaving memories for her family, so, in time the young ones can see her with them.

"Hospice has brought out a whole new mum - now more open with the kids and family..."

"The person I was before Tōtara Hospice care was in a dark place, I don't know that lady now, hospice has brought out a whole new mum - more open with the kids and family".

Melany is enjoyed spending Mother's Day surrounded by her family, and making more memorable moments with them.

Now a changed woman, she says - "sometimes I wonder how I got by without my hospice family".

Melany is excited by Day Hospice's new name - Te Puna Ora o Tōtara, The Living Well Centre, "the word 'Hospice' terrified me, I think I would have gone earlier if it wasn't called Day Hospice".

Thank you to all of our wonderful supporters, you are giving Melany and so many other mothers in your community freedom and precious moments of normality when in the care of Tōtara Hospice. Making life with a terminal illness liveable".

"The person I was before hospice was in a dark place, I don't know that lady now..."



Melany & William

Thank you

Our thanks to Melany for bravely sharing her story.

If you'd like to help enrich the lives of others like Melany's, please consider filling out the donation slip and sending your gift today.



YES! I will help patients and families like Melany get through one of the toughest journeys of their lives.

1



Donate online

Visit www.hospice.co.nz/helpmelany to donate please enter reference NLO521

2



Internet Banking

ASB 12-3032-0715880-02 Particulars: Surname/ Company Code: First Name Reference: NLO521

3



Call

(09) 640 0250

4



Mail

Mail the donation slip below to Tōtara Hospice PO Box 75560 Manurewa 2243

YOUR DETAILS

First Name

Last Name

Address

Postcode

Phone

Email

I'm interested in learning more about leaving a gift to Tōtara Hospice in my Will

YOUR DONATION

I would like to donate: **\$30** **\$50** **\$100**

Surprise Us

I enclose a cheque made payable to 'Tōtara Hospice'

Please debit my: Visa Mastercard Amex

Card Number:

Expiry (mm/yy): /

CVC code

Cardholder's name

Signature

PLEASE READ THIS

Please make cheques payable to Tōtara Hospice. All donations over \$5 are tax deductible Charities Commission number: CC21683

The Privacy Act of 1993 requires us to advise you that we keep contact information of supporters on file to help us with fundraising. If you do not wish us to keep your information, please advise us. If you wish to check the details that we have on your file, you are welcome to enquire. Please notify us if you wish to be removed from our mailing list.





Your donation will help change patient's journeys.

The more you give, the more opportunities you will help gift to families like Melany's to Live Every Moment as well as they can.

TŌTARA HOSPICE WORKS BECAUSE IT IS A PARTNERSHIP IN CARING; THANK YOU FOR BEING PART OF THE TEAM

As we enjoy Autumn I hope you find your 'inTouch' enjoyable, interesting and reflective of Hospice connections all across your community.

Since our last edition we have navigated a pandemic to ensure that everyone who needed care and support got it. We ensured that despite the financial losses resulting from so many lockdowns, our diligence, flexibility and innovation, combined with your ongoing support and advocacy for our work, has meant that we are not only recovering, but determined to reach a new level of service presence.

In this context, a highlight for this edition is information on the exciting changes occurring in Tōtara Hospice retail across our east Auckland stores. We also talk about how Café Aroha seeks not only to provide great food

and coffee, it is also a connection into our community from both commercial and neighbourhood hub lenses.

As patients, families and whānau are at the heart of everything we do, I hope you are inspired by our spotlight stories on making a difference, supporting and living every moment. I am confident that you will see how your support and connection to us, enables us to care for those with a terminal illness and their loved ones around the clock.

So again I invite you to have a cuppa, flick through the

pages and share our joy that the reason Tōtara works is because it is a partnership in caring at every level, and please accept our thanks and gratitude for being part of the team.

Kindest regards,



Tina McCafferty
Chief Executive

Tina McCafferty

Kia ora tātou, Kia Orana, Talofa Lava, Malo e lelei, Fakaalofa Lahi Atu, Ni sa Bula Vinaka, Namaste, Ní hǎo, Hola! Greetings All.

Cheques are being phased out in New Zealand.

Banks throughout NZ have started phasing out cheques. Coming up in the next months some of the bigger banking institutions in NZ will no longer be accepting cheques.

Tōtara Hospice banks with the ASB, as of 27th August 2021 we will no longer be able to accept cheques from you, our kind donors and supporters.

We've put together some information to help you make the change to other more convenient and secure options.

What does this change mean for you if you currently use cheques?

If you use cheques to receive or make payments, you will need to start using alternative options from the date that your bank makes the change.

Why are they making these changes?

Many now prefer the convenience, simplicity, and security of using online and mobile payment options, which are more secure and processed faster than cheques. As a result, cheque usage in NZ has decreased significantly over the years.

The banks decided it is best to introduce a cheque free future. All banks understand that it is a big change for some of their customers, and they are doing their best to work with cheque using customers to change them to alternative systems.

How can I make or receive payments without using cheques?

The easiest and most convenient way of making or receiving a payment is

electronically. There are multiple options, and it is important to reach out to your bank and work with them on what method suits you best.

If you have any queries and would like to talk to Tōtara Hospice about how the changes will affect you, you are welcome to call Sandi our Donor Care Manager on (09) 640 0297 or email sandi.hasleham@hospice.co.nz

Key end dates for banks going cheque free in 2021

31 May: **ANZ** 25 June: **Westpac**
30 June: **BNZ** 27 August: **ASB**

OTHER WAYS YOU CAN PAY...



DIRECT DEBIT



PAY ONLINE



**INTERNET BANKING/
BILL PAYMENT**



IN PERSON

← Donation form overleaf